

Retaining your clients through delivering excellence in client service

LPM – 6th February 2017



The Partnership by numbers

2009 founded

2 offices - London & Guildford

60 People

2000 transactions per year

What did we set out to do

**Become
the service
thought-
leader**



Your convenience ... or your clients'

Updates
Documents
Issues



Who are your clients?

**What do
they want?**

**Do you want
them?**



Building better relationships

**It's about
people
Measure it**



Building the right level of service

**Appropriate
for the type
of business**

John Lewis



Demonstrating and measuring quality

How?

**What is
good
enough?**



Training your staff

Constant
Consistent
Monitored



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